

THE COMMONWEALTH OF MASSACHUSETTS  
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF  
TELECOMMUNICATIONS & ENERGY**

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May 30, 2003

BY E-MAIL, AND  
FIRST CLASS U.S. MAIL

Stephen H. Bryant  
Vice President, Regulatory and Government Policy  
Bay State Gas Company  
300 Friberg Parkway  
Westborough, MA 01581-5039

Re: Bay State Gas Company, D.T.E. 03-10

Dear Mr. Bryant:

Enclosed is the Fifth Set of Information Requests by the Department of Telecommunications and Energy to Bay State Gas Company regarding the captioned matter. Please submit copies of the Company's responses to the information requests to the Department by 5:00 p.m., June 9, 2003.

Should you have any questions please contact me at (617) 305-3762. Thank you for your prompt attention to this matter.

Sincerely,

Jody Stiefel  
Hearing Officer

Enc.  
cc: Mary Cottrell, Secretary

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

D.T.E. 03-10

**FIFTH SET OF INFORMATION REQUESTS TO  
BAY STATE GAS COMPANY**

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Referring to the Company's 2002 SQ report filed on January 31, 2003 ("SQ Filing"), as supplemented on February 13, 2003 ("Supplemental Filing"), the Department of Telecommunications and Energy ("Department") submits to Bay State Gas Company ("Company") the following Information Requests. Please provide electronic versions of all your responses.

**Requests**

- DTE 5-1      For each of the SQ measures and reporting requirements, please detail the initiatives the Company has implemented during 2002 to improve its performance.
- DTE 5-2      For each of the SQ measures and reporting requirements, please detail any conditions under which the Company operated during 2002 that may have influenced the results the Company achieved.
- DTE 5-3      Please provide the monthly SQ data for all SQ measures and reporting requirements including Telephone Answering (Emergency and Non-Emergency), Odor Call Response, and Staffing Levels for the period January 1, 2003 through April 30, 2003. Include any conditions under which the Company operated during 2002 that may have influenced the results the Company achieved and the initiatives the Company has implemented or plans to implement during 2003 to improve its performance.